



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
ADMINISTRATIVE SUPPORT BUREAU
SUPERVISOR
HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position is responsible for planning and managing the activities of the Administrative Support Bureau. Reports to the Director of Human Services.

ESSENTIAL JOB FUNCTIONS

Plans, develops and recommends priorities, goals and long range objectives pertaining to the management and direction of the Administrative Support Bureau; establishes and implements management systems; and ensures the completion of assigned administrative work goals and objectives.

Responsible for the effective supervision and administration to include budget preparation and monitoring expenditures, staff development and training, succession planning, performance management, employee relations, prioritizing and assigning work and related activities.

Organizes and directs the work and activities; recommends internal branch organization and develops corrective action plans as needed; advises staff on difficult issues and makes decisions on exceptional cases to manage and implement appropriate services and assistance; and oversees all shelter operations, to include coordinating with various emergency response organizations.

Evaluates resource needs and manages the effective deployment of resources; participates on agency management teams to provide input into the development and implementation of agency policies; assists with strategic planning and special projects; responds to inquiries related to Human Services programs and agency policies and prepares reports as needed.

Oversees the care and maintenance of equipment assigned to the department; maintains the telecommunications Public Branch Exchange system (PBX); performs moves and modifications using appropriate software and programs; troubleshoots voice mail problems; monitors terminal call activities and maintains long distance access codes.

Assigns and monitors agency cell phones and usage; negotiates and administers bid proposals and service contracts to include office equipment, department vehicles, cleaning contracts, lease agreements and purchase requests for security, safety and satellite operations and monitors purchasing card activity.

Serves as the agency's Disaster Relief and Emergency Services liaison during emergency management activities and exercises in the Emergency Operations Center (EOC).

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Administrative Support – Considerable knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Strategic Planning - Knowledge of strategic planning principles and theories to ensure competitive advantage and profitability.

REQUIRED SKILLS

- Critical Thinking - Using logic and reasoning to understand, analyze, and evaluate complex situation and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.
- Judgment and Decision Making – Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations.
- Computer Skills - Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

REQUIRED ABILITIES

- Coordination of Work - Ability to establish and implement effective social work programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Communication - Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to handle a variety of human services issues with tact and diplomacy in a confidential manner.

EDUCATION AND EXPERIENCE

Requires an Associate's Degree and 3-5 years progressively responsible management and supervisory experience in administrative services or an equivalent combination of education and experience. A Bachelor's Degree is desirable.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.